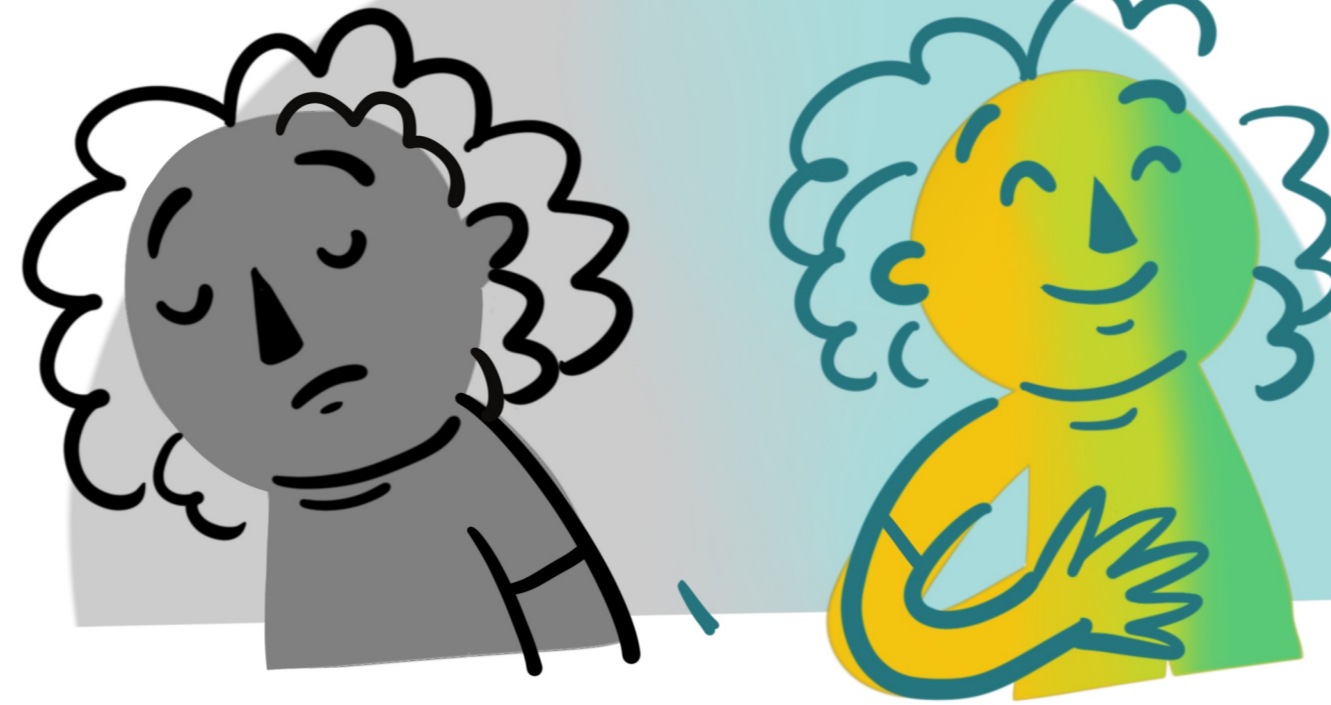


YOUR LANGUAGE MATTERS: A CLINICIAN'S GUIDE

ONE BAD ENCOUNTER CAN PUT SOMEONE OFF SEEKING HELP FOR YEARS

I GIVE UP.
NO ONE
CARES.



YES! THIS IS
WHAT PERSON-
CENTRED CARE
SOUNDS LIKE!

WHEN I HEAR...

I FEEL...

I'D LIKE TO HEAR...



IT'S JUST
ANOTHER
DRUG USER

YOU'RE NOT
REALLY SICK,
I'VE GOT REAL
PATIENTS

THEY NEVER
SEEM TO LEARN.
WHAT'S THE POINT?

YOU'RE DOING
THIS TO YOURSELF

YOU'RE TOO HARD
TO DEAL WITH



YOU CAN'T UNDERSTAND
MY PROBLEMS WITHOUT
KNOWING MY STORY

THIS MAKES ME
FEEL WORTHLESS

YOU DON'T
BELIEVE ME

YOU DON'T WANT
TO HELP ME

THIS IS
HUMILIATING



I WANT TO
HELP YOU

TELL ME ABOUT
WHAT'S BEEN
HAPPENING
FOR YOU

WE'RE NOT HERE
TO JUDGE YOU

LET'S MAKE A
PLAN TOGETHER

